

Action Plan for Improving Adolescent Access to Appropriate Health Care

Key Directions and Strategies	Current Programs and Projects		Proposed/Planned Programs and Projects	
	Organization/ Contact Information	Description	Organization/ Contact Information	Description
Key Direction #1: Provide education for health care providers and others who work with adolescents.				
1. Address adolescent development, health-related topics, and communication with adolescents in training and education programs for new professionals.			Community Advisory Group on Adolescent Health	Involve medical and nursing schools in the planning process.
2. Address adolescent development, health-related topics, and communication with adolescents in ongoing continuing education programs for those already working with adolescents, using a variety of live and distance learning approaches.	Arizona Adolescent Health Coalition	Update the adolescent curriculum. Continue and expand the Institute's fee-based training for adults who work with adolescents.	WHO?	Create incentives for continuing education.
	Arizona Medical Association	Continue development and use of an adolescent health resource manual.		
	Arizona Department of Health Services, Office for Children with Special Health Care Needs	Build on work to create a provider education schematic.		
	Arizona Department of Health Services, Children's Rehabilitative Services	Build on transition performance efforts.		
3. Provide training and education for those who will be teaching adolescent development and health-related topics (train-the-trainer, faculty development) in order to ensure that the content is current and research-based and that the adolescent perspective has been incorporated.				
4. Link those who work with adolescents to ongoing technical assistance and support.				

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5. Provide tools and other resources to assist those who work with adolescents. These might include: health screening tools, model health care office procedures, current adolescent-specific resource and referral information, guidelines for transition from the child to adult health care system, and a variety of health information materials for adolescents and their families.	Arizona Medical Association	Continue development of an adolescent healthcare handbook.		
6. Incorporate adolescent development and health-related topics into peer and pre-professional training for adolescents who are interested in working with this age group in the future.				
Key Direction #2: Deliver education about access and appropriate health care to adolescents and their families and motivate adolescents to seek health care on a regular basis.				
1. Promote and provide comprehensive health education in schools.				
2. Make health education available through community organizations and other means to adolescents who are not in schools.				
3. Provide health information on a variety of topics to adolescents in an adolescent-friendly format and in locations where adolescents are likely to find it.				
4. Provide current resource information on available health, oral health, mental health, substance abuse treatment, and social services in an adolescent-friendly format and in locations where adolescents are likely to find it (including both written, verbal, and on-line, e.g., 2-1-1).				
5. Provide information that increases adolescents' media literacy, specifically how to locate reliable health information.				
6. Provide information on adolescent health and related topics in a variety of formats to parents through schools and community organizations.				
7. Engage youth in peer leadership activities and provide opportunities for participation in activities focused on	Arizona Department of Health Services	Create youth leadership modules.		

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improving adolescent access to appropriate health care.	Arizona Department of Health Services, Office for Children with Special Health Care Needs	Build on work being done on parent, youth, and physician interaction teams.		
	Arizona Department of Education	Build on current activities.		
	American Academy of Pediatrics, Arizona Chapter	Build on work with the Partnership for Drug Free America.		
Key Direction #3: Promote access by making health care more convenient, acceptable to adolescents, affordable, and culturally/language appropriate.				
1. Locate affordable health care providers in or near schools or other locations convenient for adolescents.	WHO?	Support school-based clinics		
2. Provide mobile health care services.				
3. Provide transportation to/from medical appointments.				
4. Provide health care at hours that are convenient for adolescents and that do not interfere with school and related commitments.				
5. Engage community partners including colleges and universities, community health centers, school-based clinics, advocates, public and private third-party payers, other funders, adolescents, and families in identifying and removing barriers to health care for adolescents who are uninsured or underinsured.				
6. Provide information about health insurance for adolescents and link them to available health insurance.				
7. Link adolescents to affordable health care in alternative settings, pro bono medical services, and other health care resources, if they cannot afford or qualify for health insurance.				
8. Train and educate health care providers and their office staff so that they are better able to communicate effectively with adolescents, in a manner that is adolescent-friendly and in their primary language.				

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9. Create a health care environment that looks and is adolescent-friendly. Provide adolescent-focused reading materials.				
10. Institute health care office procedures that are tailored to the needs and preferences of adolescents.				
11. Identify and address the unique barriers to health care faced by certain groups of adolescents, including those who are homeless, immigrants, those in secure facilities, those with special health care needs, and those with mental health/substance abuse issues.				
12. Create a greater awareness of Arizona's minor consent and confidentiality laws through professional education and use of sample office policies.	Arizona Medical Association	Update as required and promote use of consent and confidentiality guidelines on the website; add links to and from other relevant sites.		
Key Direction #4: Promote comprehensive and coordinated health, mental health, and oral health care for adolescents.				
1. Identify best practices and standards of care for adolescent health care.				
2. Evaluate current practice in relationship to best practices and standards of care.				
3. Identify and promulgate quality improvement guidelines.				
4. Provide education about the concept and benefits of a medical home to adolescents, their families, and those who work with them.				
5. Promote coordination of services for adolescents through a medical home.				
6. Promote use of a health risk appraisal by health care providers who work with adolescents.			WHO?	Promote use of a health risk appraisal through AHCCCS and health insurance companies.
			WHO?	Build health risk appraisal into sports pre-participation screening.

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7. Identify “navigators” to help adolescents find their way through the health care system.				
8. Promote a health care team approach, enlisting the involvement of medical, mental health, dental, and allied health professionals.				
9. Promote seamless care through the health care system, including transitions from pediatric to adult services.				
10. Provide adequate reimbursement from payers for coordination and delivery of comprehensive health, mental health, and oral health care for adolescents.				
Key Direction #5: Create and sustain an infrastructure to support ongoing communication, coordination, collaboration, funding, and evaluation of adolescent access to appropriate health care.				
1. Identify an organizational home for efforts to improve adolescent access to appropriate health care.			Community Advisory Group on Adolescent Health	
2. Create and sustain a mechanism for convening agencies and organizations concerned with adolescent access to appropriate health care.			Community Advisory Group on Adolescent Health	Identify resources for development of an interactive Arizona adolescent health website, which includes this living plan to which partners can contribute on an ongoing basis.
3. Identify and procure sustainable funding for efforts to improve adolescent access to appropriate health care.				